

Video Relay Services (VRS) has been a wonderful service that provides more functionally equivalent, effective, and easy communication than any other telecommunication service. It has opened doors to clear communication with employers, public services, and the general public, and takes less time than traditional relay services. I have loved it and believe it is a wonderful service. However, reducing the rate of reimbursement negatively affects the quality of service for everyone, as we have seen with limited hours and increased demands on the interpreter. Furthermore, the lack of video mail limits communication and puts more demand on the service. Please consider adjusting the reimbursement rate back to a level that will allow VRS to be functionally equivalent. Thank you.